

Bookings Terms and Conditions Policy for Wheel-Skills PTY LTD



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1. Definitions

In these Terms and Conditions:

‘services’ includes, courses and events.

‘Wheel-Skills’, ‘we’ or ‘us’ means the Wheel-Skills PTY LTD.

2. General

2.1 These Terms and Conditions apply to all bookings made with Wheel-Skills for rider training courses, private coaching, events and any other services we provide.

2.2 We may update these Terms and Conditions from time to time. The latest version will always be available on our website. By making or continuing a booking after changes are published, you agree to the updated Terms and Conditions.

3. Contract and price

3.1 All prices are in Australian Dollars and inclusive of GST, unless otherwise indicated.

3.2 Promotional offers, discounts or special pricing may be offered from time to time at Wheel-Skills' discretion and cannot be applied retrospectively unless otherwise stated.

3.3 Description of goods, services and prices may be subject to change or correction at any time without notice. Although we seek to ensure information is correct, we make no representation or warranty as to information being accurate or complete. If we discover an error, we will try to notify you as soon as possible and allow you to cancel your booking and obtain a refund if desired.

3.4 By making a booking, you confirm that:

- you are legally able to enter into this agreement;
- you are authorised to use your chosen payment method;
- the information you provide is accurate and complete; and
- the booking is for personal use and not for commercial resale.

3.5 A contract for purchase is only formed once we have accepted a booking by issuing a receipt number.

4. Payment method

Payment can be made with valid credit cards (Amex, Visa, Mastercard). Full payment is required at the time of booking unless otherwise agreed by Wheel-Skills.

5. Identification Requirements

For Pre-Learner courses you must present the following identification when attending your course:

- a document with a Service NSW customer number endorsed i.e. NSW drivers Licence, Proof of Age Card
- Services NSW customer number on Services NSW letterhead.

For Pre-Provisional Courses you must present the following identification when attending your course:

- a current NSW Learner Riders Licence.

6. Delivery

6.1 Delivery of goods will take place on the day booked.

7. Cancellations, Transfers and Refunds

7.1. To request a cancellation, refund or transfer, you must contact the Wheel-Skills office by phone during business hours.

7.2. If you cancel more than seven (7) days before your course (excluding the course day), you will receive a refund less the applicable administration fee:

- Refund up to \$100 – \$5 administration fee
- Refund over \$100 – \$10 administration fee

For example: to change/cancel a course scheduled to start on Friday the 10th of March, notification would be required no later than 5:00pm on the Thursday the 2nd of March i.e. 1 week prior.

7.3. Cancellations with less than 7 days' notice: In the event of notification of a cancellation 7 days or less before the course commencement date, fees paid will not be refunded or allocated to another course. (Private tuitions will incur a \$50 cancellation fee inside the 7 days).

We understand that circumstances can change. However, cancellations made within seven (7) days of the course are non-refundable because resources and trainer allocations have already been committed.

7.4. Requests for transfers: Requests for transfers to alternate courses can be arranged, provided these requests are made 7 or more days prior to the course commencement date and are subject to availability on a future course.

7.5. Non-Attendance (No Show): If you do not attend your scheduled course, your booking will be treated as a "No Show". No refund, transfer or credit will be available.

7.6 Minimum Clothing Requirements: If you arrive without the required minimum riding clothing, (long pants with no holes, rips or tears, a long-sleeved shirt or jacket and enclosed shoes) you will not be

permitted to participate in the course. Your booking will be treated as a No Show and no refund, transfer or credit will be available.

7.7 PPE:

Pre-Provisional course participants must wear:

- Approved motorcycle gloves labelled EN13594:2015
- An approved high-visibility vest or jacket labelled:
 - AS/NZS 4602.1:2011 Class D/N
 - AS 4602.1:2024 Class D/N
 - ISO 20471:2013

Participants who do not meet these requirements cannot undertake the course.

7.8 modified Learner Approved Motorcycle (LAMS motorcycle): If a customer arrives with a modified LAM they will not be permitted to undertake their booked course and course fees will not be refunded or allocated to another course.

7.9. Substitutions: Requests for substitutions are to be made by calling the Wheel-Skills office and can be made at any time up to 7 days before the course commencement date.

7.10. Cancellation by Wheel-Skills: Wheel-Skills reserves the right to cancel a course for any reason and refund any fees.

8. Warranties and liabilities

8.1 Nothing in these Terms excludes, restricts or modifies any consumer guarantees or rights you are entitled to under the Australian Consumer Law.

8.2 Wheel-Skills will under no circumstances be liable for any indirect, incidental, or consequential loss or damage arising in relation to any transaction entered into, or services purchased, through this website.

9. Photography

During courses or events, photographs or video recordings may be taken for promotional, training or educational purposes. By attending, you consent to the use of these images unless you advise us otherwise before the course commences.

10. Privacy

Wheel-Skills respects your privacy and the confidentiality and security of personal information provided by you to us. How we handle your personal information is explained in our Privacy Policy at www.Wheel-Skills.com.au/privacy.

We collect and use your personal information in accordance with our Privacy Policy. Where required, we may provide information relating to your rider training or testing to Transport for NSW for licensing, compliance and road safety purposes.

11. Law

These Terms and Conditions are governed by the laws of New South Wales. The parties irrevocably submit to the exclusive jurisdiction of the courts of New South Wales.

12. Weather

Rider training operates in most weather conditions. Courses will only be cancelled or postponed if Wheel-Skills determines that weather conditions make training unsafe. If Wheel-Skills cancels a course due to severe weather or other safety concerns, participants will be offered a transfer to another course or a full refund.